

## **ATTACHMENT B – Questions and answers**

1. Q: What is the duration of the contract and what are some of the challenges faced?

A: Period of the contact: Five years, total (base year and four optional years). The contract will be extended every year based on satisfactory performance of the contractor.

2. Who is responsible for arranging permissions from local police (e.g. transport of secure containers)?

All Government approval related to delivery of the consignment including Police permission will be under the contractors' scope.

3. Are services required at more than one location at the same time?

Services may be required at more than one location during the peak transfer period (roughly May through September). The contractor should provide experienced labor and supervisory staff at each location as per terms of contract.

4. Will there be any USG representation when container is opened?

Yes. USG staff will be present while opening a container/lift van.

5. What is normal delivery time?

Most of the delivery should be between 1400 and 1600hrs. The contract should specifically check before with the COR before effecting a delivery.

6. Do we have to include halting charges?

Yes halting, including any other statutory charges levied by the Port and Airport authorities can be charged on actual. Receipts will be required for all these charges. The contractor should use their judgment while clearing the consignment to avoid any additional expenses in warehousing and other charges.

7. For incoming (import) shipments, how long is the typical storage time and how often is extended storage required?

Typical storage time is about two to three work days. Warehousing our consignments for a longer periods of time are rare (typically no more than two times per year). There was only one incident in 2013 in which a shipment was stored for three months. Such requirements will be specifically mentioned in our task order. The contractor should use judgment while clearing the consignment to avoid any additional expenses in warehousing and other charges.

8. Will there be penalty if the difference between survey and actual weight for the Export Consignment is different.

Payment will be on actuals only and on final volume pack. The COR will document if the difference deviates more than 10%, either low or high. Refer to Section C.7.2 of the solicitation document regarding pre-shipment survey.

9. Will the weight of packing go above officers' limitations?

Yes, at times the weight of the consignment will be higher than the authorized weight. Each family's authorized limitation will be provided on the task order. Any weight additional to this authorized weight will be prorated and paid directly by the officer.

10. What is the standard time frame given for packing 7,200 pounds of personal Household Effects (HHE)?

It should take not more than two days to pack 7,200 lbs. of HHE. The time required should be provided as soon as the consignment is surveyed. If the packing weighs less than 7,200 lbs., you may have to finish earlier than two days. Refer to Section C.8 of the solicitation document for more information on duration of packing.

11. Will the Consulate provide its own insurance coverage?

Insurance will be the contractor's responsibility. This includes insurance during transit, at the warehouse, and during packing, loading, and unloading.

12. If any damage occurs to the items in the warehouse, who is responsible?

It is the responsibility of the contractor. Please also refer to the following sections in solicitation document:

C.14 REQUIREMENTS FOR STORAGE METHODS

C.16 WAREHOUSE FACILITIES

13. Do you want us to install smoke detectors and fire extinguishers in the warehouse?

All required facility required by the host government or the Insurance company must be incorporated. Please refer to solicitation document section C.16 Warehouse facilities.

14. Do we have use U.S. carriers both for air and sea? What happens during bad weather in the United States?

There are no direct US carrier and/or airlines from Chennai. However, the consignment should arrive to the U.S. on an American carrier or airlines. The contractor should use the most direct route to transport the consignment. A letter from the airline / carrier is required stating the exact reason for not accepting the cargo if the contractor is unable to use them for the most direct route for the consignment. Natural calamity will be contractor's responsibility (see insurance requirements).

15. In the event our firm is not awarded the contract, will the Consulate provide us rating on how and specific details as to why we did not win the bid?

Regret letters will be sent to unsuccessful bidders. No review or ranking information will be provided. The Consulate will award the contract to the lowest qualified bidder.

16. Please advise in the event of damage during transit and the need for transit insurance.

Transit insurance will be the responsibility of the contractor.

There is a penalty clause on transit damage and it will be calculated based on a case by case basis. Please also see section E4.3 of the solicitation document and the additional information provided below:

52.247-23 CONTRACTOR LIABILITY FOR LOSS OF AND/OR DAMAGE TO  
HOUSEHOLD GOODS (JAN 1991) (DEVIATION)

(a) Except when loss and/or damage arise out of causes beyond the control and without the fault or negligence of the Contractor, the Contractor shall be liable to the owner for the loss of and/or damage to any article while being-

(1) Packed, picked up, loaded, transported, delivered, unloaded, or unpacked;

(2) Stored in transit; or

(3) Serviced (appliances, etc.) by a third person hired by the Contractor to perform the servicing.

(b) The Contractor shall be liability for loss and/or damage discovered by the owner if written notice of such loss and/or damage is dispatched to the Contractor not later than 75 days following the date of delivery.

(c) The Contractor shall indemnify the owner of the goods at a rate of \$5.00 per pound (or metric equivalent in local currency) based on the total net weight.”

17. Who will be responsible for claim process in case of damage in transit?

The contractor will be responsible for damage claims as the insurance coverage will be taken by them.

18. Who will be responsible if items are found damaged, while, unpacking the lift van?

COR will first determine if the damage was done while unloading or opening of the HHE at post. If it's clear that the damage did not occur while the shipment was under the control of the contractor (including during transit, storage, and handling), then the American Officer will

submit a claim for such damages with the origin post. The contractor will be responsible to document the extent of damage to the property.

19. In the RFP (Solicitation no. S- IN6004R0001), Section C . 1. 1 geographic area (s) of the states of Tamil Nadu, Kerala, Karnataka and Pondicherry have been included but there is no line item in Section B.4 (PRICING) for quoting. Could you please suggest how do we go about it?

Please note that the last date for questions was January 20th. This will be the final question. Packing and forwarding services to other cities (outside Chennai) will be minimal. If the bidder prefers, he can quote a separate service charge for each city or a separate charge for each state (specifying UAB and HHE accordingly).